EXPEDITED PROCEDURE Examining Group Number 3623

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Jerald A. Hammann Examiner: Beth V. Boswell

Serial No.: 09/840,332 Group Art Unit: 3623

Filed: April 23, 2001 Docket No.: H238.101.101

Title: SYSTEM AND METHOD EMPLOYING CAPACITY/DEMAND

MANAGEMENT IN HUMAN-FACTOR RESOURCE INDUSTRY

AMENDMENT AND RESPONSE UNDER 37 C.F.R. 1.116

Mail Stop AF

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

This Amendment and Response is in reply to the Final Office Action mailed March 10, 2009. Please amend the above-identified patent application as follows: